Processing ADAP Applications

In an effort to reduce the application backlog in the ADAP portal, we are doing the following:

- **ADAP Advisor Application Processing Schedule**: Every week, Tuesday through Thursday, eleven ADAP Advisors are designated to solely processing ADAP applications. During this time their emails and calls are handled by one of the four advisors. This schedule will rotate weekly. We are ensuring that Enrollment Workers (EWs) and clients continuously have access to an ADAP Advisor for assistance.
- **CDPH Staff Assistance**: ADAP is receiving support from CDPH staff outside of ADAP. These individuals have received ADAP training and are assisting in processing ADAP applications to clear the backlog. EWs may be receiving emails from these individuals regarding application statuses.
- **Backlog**: If we are unable to clear the application backlog by September 30th, we will extend eligibility through October 31, 2016 for the existing clients that we were unable to process.

ADAP Communication Process

As we add new functionality to the systems there will be issues that arise. If you encounter any issues or glitches in the A.J. Boggs Enrollment Portal, please contact your ADAP Advisor or A.J. Boggs Customer Service Team (CST) at 844-550-3944 as soon as possible. Your feedback is very important to us. Once we are made aware of any issues, we will inform our developers and send a message to all EWs.

Office of AIDS Website Update

The ADAP webpage has been updated to enhance our communication efforts with enrollment workers and stakeholders during the transition. Stakeholders and EWs can now access:

- Statewide ADAP EW Call Summaries
- The ADAP Calendar which has been updated to include the dates and times for trainings and meetings

ADAP Portal Functionality and Trainings Survey

EWs were sent the Enrollment Worker Portal & Training Survey on Friday, September 9, 2016. This survey asks for feedback from enrollment workers on their experience with the portal functionality and the effectiveness of trainings. EWs are asked to complete the survey by September 30th.

A.J. Boggs Update

- **Trainings:** An e-mail will be sent the week of September 26th with the schedule and procedures on how to register for a training session.
- **SVFs:** A number of clients have received SVFs with missing or incorrect information in the Insurance and/or Income field(s). If a client received an SVF that has missing or incorrect information in the insurance and/or income field(s) and this is clearly an error, the client would need to indicate on the SVF that the insurance and/or income fields are incorrect due to error and fax or mail it to A.J. Boggs. Please note ADAP's policy

regarding SVFs with actual changes: 1. The client must see an enrollment worker, or 2. If clients established a client profile and are able to access the enrollment portal, they may make the updates and provide verifying documentation on their own.

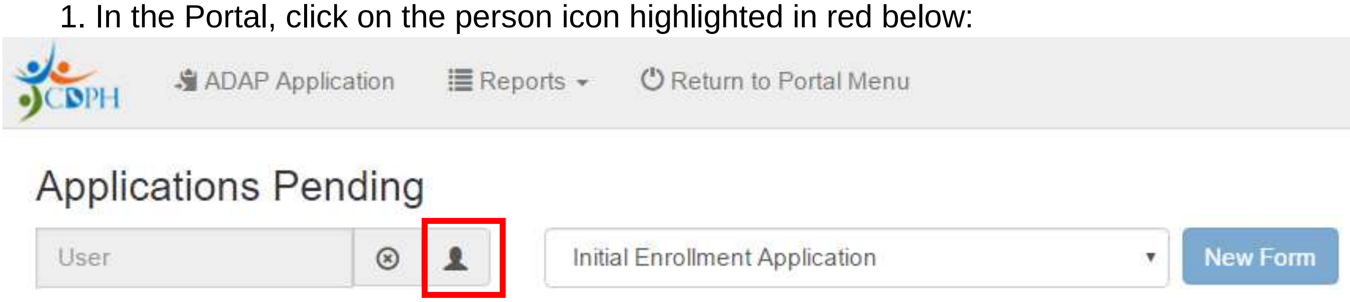
- SVF Mailings
    - First batch of November SVFs (Eligibility End date from November 1st to November 15th) will be sent on September 23rd.
    - Second batch of November SVFs (Eligibility End date from November 15th to November 30th) will be sent on September 30th.
- SVF Processing
    - All SVFs with no changes that were in the enrollment portal by September 6th will have their eligibility end dates extended in the portal by September 26th.
    - SVFs received by fax or mail after September 1st are treated as faxes and manually input in the system by the A.J. Boggs CST.

- **Moving clients to your enrollment site:** If you use the People Picker to move a client to your enrollment site you may not be able to see their previous application. If this occurs, please call A.J. Boggs CST for assistance. Please refrain from creating a new application as this creates a duplicate account.

- **Phone Metrics:** Current A.J. Boggs CST average wait time is less than 3 minutes.

Q & A – Below are items that were covered during the Question and Answer session of the call:

1. **How do I use the People Picker feature?**
    1. In the Portal, click on the person icon highlighted in red below:

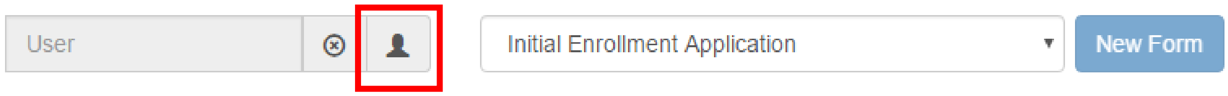


    2. People Picker page will pop up
    3. Select the client for whom you wish to complete an application by clicking on the check box next to his/her name from the table

2. **How do I sort by SVF end date in the grid?**
    1. Enter the ADAP Portal from the main menu
    2. You will see a list of all of your applications in the grid
    3. Click the "Six Month SVF" column to sort by date

3. **What is the process for "SVF with No Changes"?**

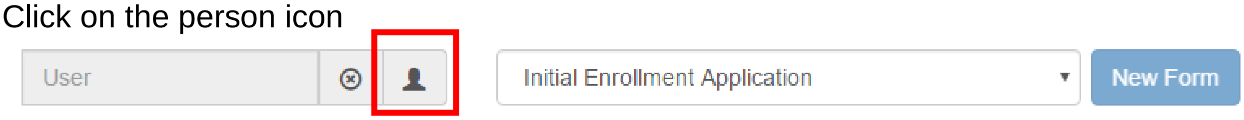
1. Enter the ADAP Portal from the main menu
2. Click on the person icon highlighted below.



3. Select your client by clicking on the box next to his/her name from the table or search for the client by first and last name, ADAP ID, DOB, or SSN
4. After the client is selected, close People Picker. The client’s name will show in the gray bar next to the person icon.
5. Select “SVF with No Changes” from the “Form Type” dropdown menu. The document will automatically fill with existing information for the client. Go through the attestation pop-up and then click submit. You will be redirected to an “Update Status” page; click approved, then click submit.
6. Print the SVF. Ensure that the client has signed it and keep the hard copy in the client’s file. It is not necessary to upload the signed SVF if there are no changes.

4. How do I process an electronic SVF with changes?

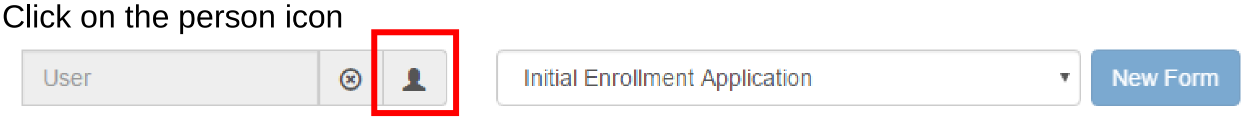
1. Enter the ADAP Portal from the main menu
2. Click on the person icon



3. Select your client by clicking on the box next to his/her name from the table or search for the client by first and last name, ADAP ID, DOB, or SSN
4. Select “SVF with Changes” from the “Form Type” dropdown menu. The document will automatically fill with existing information for the client.
5. Make appropriate changes and upload supporting documentation. Go to the “Consent and Submit” tab. Click “Submit”. The SVF is now moved to “Needs Review” for ADAP Advisor review.

5. How do I process an SVF for an OA-HIPP client?

1. Enter the ADAP Portal from the main menu
2. Click on the person icon



3. Select your client by clicking on the box next to his/her name from the table or search for the client by first and last name, ADAP ID, DOB, or SSN
4. Select “SVF with Changes” or “SVF with No Changes” as applicable from the Form Type dropdown menu. The document will automatically fill with existing information for the client.
5. Make updates as needed and upload an updated billing statement. A billing statement is required for both an “SVF with Changes” and an “SVF with No Changes”. For “SVF with Changes”, upload an updated billing statement in the “Insurance Assistance” tab. For “SVF with No Changes”, upload an updated billing statement at the end of “SVF-1”.

6. **How do I cancel an application that is "In Progress"?**
    1. Enter the ADAP Portal from the main menu
    2. Search for your client using the search grid
    3. Click on the application status "In Progress". You'll be redirected to an "Update Status" page, click cancel, and then click submit. The application is now cancelled.

7. **How do I update an application that is in "Needs Review" status?**
    1. Enter the ADAP Portal from the main menu
    2. Search for your client using the search grid
    3. Click on the ID number. You'll be redirected to the application.
    4. From here you can make any updates.

8. **How do I enter the number of tax dependents in the Income tab?**
   Enter "0" if there are no dependents. Or, enter the number of actual dependents (not including the client or the client's spouse). The system will calculate the total number to include the client, the dependents claimed and the client's spouse, if applicable.

9. **Do I need to send a Temporary Access Period (TAP) request form for all applications?**
   No, a TAP is required just for the incomplete applications. New applications are prioritized for review by ADAP Advisors.

10. **How can a person who is homeless prove residency for Medi-Cal?**
    Per Department of Health Care Services: If the county is unable to verify residency using electronic data, the person may provide a California driver's license or identification card issued by the DMV. Or an applicant may provide a written statement indicating that they are a resident of the state, do not have a fixed address and cannot provide any of the other documents. Medi-Cal policy does allow signed affidavits in many cases when other verification is unavailable. A homeless toolkit was developed a few years ago with some helpful information for entities that are assisting the homeless population. It can be found here: http://www.dhcs.ca.gov/services/medi-cal/eligibility/Documents/OE/HmlessMCEnrllmntTlkit.pdf

Next Call – October 5, 2016, 9:30 am – 11:30 am